



*Office of the Chief Financial Officer – DC Public Schools*

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**OPERATING GUIDELINES:**      **Number 2004-001**  
**SUBJECT:**                      **Customer Service/Office Procedures**

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Employees of the Office of the Chief Financial Officer, DC Public Schools, shall follow the guidelines outlined below with respect to general office procedures and customer service activities:

1. ***Follow up on customer issues.*** (Follows through on customer inquiries, requests or complaints. Keeps customers updated about progress of projects or services.)
2. ***Seek to understand customer issues.*** (Maintains clear communication with customers regarding mutual expectations. Monitors customer satisfaction. Listens and responds to customers needs.)
3. ***Take full personal responsibility for resolving issues.*** (Personally sees that customer problems or concerns are addressed satisfactorily. Demonstrates leadership in resolving conflicts with customers. Is fully available to customers, especially during critical periods.)
4. ***Add value beyond customer issues.*** (Works to add value to the customer and to make things better than the customer may expect.)
5. ***Become a trusted advisor.*** (Gets personally involved in customer activities and decisions. Develops an independent opinion on customers' current and long-term needs, problems, etc. Proactively provides approaches and solutions to problems before requests are made.)

**In addition:**

- *All doors within the general office space should remain open during your regular tour-of-duty. Exceptions are: client meetings (not personal visits), work sessions, lunch hours, and out of office time.*
- *Office phones are not to be used for personal calls except on a very limited basis.*
- *All voicemail recorded greetings will be in compliance with the citywide voicemail requirements (see attachment: Memo from Dr. Natwar M. Gandhi dated 2/28/04).*
- *All work related telephone calls will be returned within 24 hours or the next business day.*
- *Email will be read periodically during the course of the business day and will not be left unread until the close of the business day.*
- *All work related emails will be answered within 24 hours or the next business day.*
- *Office computers are not to be used for personal business or entertainment.*



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*This document will be considered one part of your performance expectations and future performance appraisals will address your customer service.*

Christopher LaCour

(Date)

3/24/2004

Acting Deputy Chief Financial Officer (DCFO), DC Public Schools (DCPS)

Diane M. Camilleri

March 24, 2004

(Date)

Human Resources Director